

ANNUAL REPORT

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MINISTRY OF LABOUR AND CONSUMER SERVICES

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**The Honourable Robert G. Rogers
Lieutenant Governor
Province of British Columbia**

May it please Your Honour:

**The 68th Annual Report of the Ministry
of Labour and Consumer Services for the fiscal
year ending March 31, 1987 is respectfully
submitted.**

**Honourable Lyall Hanson
Minister of Labour
and Consumer Services**

**The Honourable Lyall Hanson
Minister of Labour and Consumer Services
Province of British Columbia**

Honourable Minister:

**I have the honour to submit herewith
the Annual Report of the activities of the
Ministry of Labour and Consumer Services for the
fiscal year ending March 31, 1987.**

**Lee Doney
Deputy Minister**

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Ministry of Labour and Consumer Services Legislation

(as of March 31, 1987)

Barbers Act
Blind Persons Rights Act
Building Safety Standards Act
Cemetery Act
Cemetery Company Act
Cemetery (Municipal) Act
Commercial Tenancy Act
Consumer Protection Act (1967) R.S.B.C. Chapter 64
Consumer Protection Act (1979) R.S.B.C. Chapter 65
Credit Reporting Act
Cremation Act
Debt Collection Act
Debtor Assistance Act
Employment Standards Act
Essential Services Disputes Act
Fire Department Act
Funeral Plan Act
Hairdressers Act
Human Rights Act
Inflation Control Act
Insurance Corporation Act
Insurance (Motor Vehicle) Act
Labour Regulation Act
Liquor Control and Licensing Act
Metro Transit Collective Bargaining Act
Ministry of Consumer and Corporate Affairs Act
Ministry of Labour Act
Motor Dealer Act
Pyramid Distribution Act
Refugee Settlement Act
Rent Distress Act
Residential Tenancy Act
Sale of Goods Act
Trades Practice Act
Trading Stamp Act
Travel Agents Act
Wage (Public Construction) Act
Workers Compensation Act
Workplace Act

MINISTRY OF LABOUR AND CONSUMER SERVICES
1986-1987 ANNUAL REPORT

LABOUR RELATIONS PROGRAMS

Employment Standards Branch

The objectives of the Employment Standards Branch are:

- * to resolve complaints filed pursuant to the Employment Standards Act in a timely fashion;
- * to provide investigative and mediative services to the Labour Relations Board (now the Industrial Relations Council) on matters arising from the Labour Code (now the Industrial Relations Act), including conducting representation votes;
- * to provide investigative and other services to the Council of Human Rights; and
- * to increase public awareness of the Employment Standards Act.

The Employment Standards Branch derives its legislative authority from the Employment Standards Act, the Industrial Relations Act and the Human Rights Act.

The program was established to provide fair and equitable working conditions including the manner and frequency of wage payment and minimum standards affecting wages, working hours, annual vacations, general holidays, maternity protection and terminating employment provisions.

In March, 1987, Statistics Canada estimated the total number of employees in the Province at 1,454,000. The number of employers registered with the Workers' Compensation Board was 89,521. Potential clients of the Branch are employers and employer interest groups, employees and their interest groups, student groups such as schools, colleges and universities, and certain government agencies, for example, Canada Manpower.

Due to population concentration, 65 per cent of Branch assignments processed arise in the Lower Mainland/Victoria areas; however, the Branch provides the same level and quality of service throughout the Province.

The program is delivered primarily by Industrial Relations Officers (IRO's) and Employment Standards Officers (ESO's) assisted by support staff and management. There are 110 staff, of which 56 are designated as IRO's, 5 ESO's, 8 management positions and 41 support staff. There are 14 offices located throughout the Province.

During the reporting year, the Branch received 17,295 assignments.

Table 1: Employment Standards Branch Activity Summary

Wage Recovery

Number of certificates issued	1,047
Value of certificates	\$3,929,280
Number of orders to pay issued	1,221
Orders to pay reviewed by the Director pursuant to Section 13	99
Hearings held pursuant to Sections 83 and 84	78
Total user fees collected for reviews	\$32,959
Recovered by litigation	\$2,020,712
Recovered by voluntary compliance	\$3,198,706
Assignments	14,489
Employment agencies - Licenses	151
Farm Labour contractor Licenses	51

Child employment permits

General permits issue	246
Fruit, berry and vegetable industry permits	924
Total child employment permits	1,170

Mediation Services Branch

The prime objective of Mediation Services Branch is to help parties involved in collective bargaining settle contract disputes. The legislative authority for the program is derived from Section 69 of the Labour Code which authorizes the Minister of Labour to appoint a mediator at his discretion, or when either party to a collective bargaining dispute applies for a mediator.

If the parties fail to reach an agreement during mediation, the mediator prepares a report on the negotiations for the Minister. The parties may then initiate strike or lockout action but the mediator remains available to assist the parties.

The legislation is designed to provide professional assistance to settle collective bargaining disputes with minimum

labour disruption. Conciliation and mediation in labour disputes were first established as available options or legislative requirements within our society in 1907.

Mediators are also available on an informal basis in disputes which result in strikes or lockouts. In addition, mediation is provided in labour disputes pursuant to the Public Service Labour Relations Act and the Schools Act.

Mediation Services clients are trade unions, employers or employer organizations located throughout the Province.

The Branch maintains contact with a variety of conciliation and mediation services in Canada and the United States to exchange information on administration, legislation, trends and problems of mutual concern. The Branch also provides speakers, panelists and moderators to educational institutions and employee and employer organizations.

(Note: This branch is now known as the Disputes Resolution Division of the new Industrial Relations Council.)

Table 2: Mediation Services Branch Activity Summary

<u>Appointments</u>	<u>1985-86</u>	<u>1986-87</u>
Appointments continued	84	58
Appointments from 86-04-01 to 87-03-31	210	174
No official appointment	5	15
Sub-total	299	247
Appointments rescinded	-7	-6
Appointments continuing	-58	-30
Total appointments completed	234	211
 <u>Settlements</u>	 <u>1985-86</u>	 <u>1986-87</u>
During Mediator's term	190	157
Following Mediator's Report	12	12
No official appointment	5	15
Total settlements	207	18
 Employers involved	 <u>1985-86</u> 226	 <u>1986-87</u> 226

Bargaining units involved	243	237
Employees involved	227,835	81,396
	87%	88.5%

Table 3: Analysis of Mediation Services

	<u>1985-86</u>	<u>1986-87</u>
Appointments continued	84	58
Appointments from 86-04-01 to 87-03-31	210	174
Total	294	232
<u>Breakdown of Appointments</u>		
Employers Application-Sec. 69(1)	84	64
Trade Union Application-Sec. 69(1)	124	109
Joint Application-Sec. 69(1)	0	0
Minister's Direction-Sec. 69(2)	2	1
Total	210	174
<u>Coverage of Appointments</u>		
Number of Employers involved	226	226
Number of Units affected	243	237
Number of Employees involved	81,396	27,835
<u>Disposition of Appointments</u>		
Parties reached agreement	190	157
Parties did not reach agreement	39	32
Appointments continuing	58	30
Appointments rescinded	7	6
Total	294	225
<u>Additional Settlements</u>		
Following Report of the Mediator	12	12
No official appointment	5	15
Total	17	27
<u>Disputes Completed</u>		
Appointments	294	232
Less rescinded appointments	-7	-6
Less continuing	-58	-30
Plus no appointment	5	15
Total Disputes Completed	234	211
<u>Disputes Settled</u>		
During mediator's term	190	157
After mediator's term	12	12
No official appointment	5	15
Total Settled	207	184

Table 3: Analysis of Mediation Services (cont'd)

<u>Disputes Not Settled</u>	<u>1985-86</u>	<u>1986-87</u>
Disputes reported not settled	39	32
Less settled following report	-12	-12
Total Not Settled	27	20
Settlement Percentage	88.5	87

Compensation Advisory Services

Compensation Advisory Services are established under Section 94 of the Workers Compensation Act to assist workers and employers in their dealings with the Workers' Compensation Board.

The Act requires the Workers' Compensation Board to provide compensation to workers for personal injury or industrial disease arising from employment. Compensation may include medical aid, wage loss, permanent disability pensions and vocational rehabilitation assistance for injured workers and/or dependents.

The Workers Compensation Act was amended by the Workers Compensation Amendment Act 1985 which established a revised appeal structure to address the current backlog of claims appeals.

Workers' Adviser

The office of the Workers' Adviser provides informed advice to injured workers and their dependents about the benefits and policies of the WCB. Appeal assistance is provided in cases involving complex legal, medical or important policy issues. Advisers meet with WCB officials to resolve specific

claims issues which may not require appeals and on general matters of policy and practice. Also, Advisers provide training seminars to unions, professional associations and other organizations who assist workers in the appeal process.

In addition, Adviser activities include telephone and personal interviews, written advice, interviews, assistance in resolving claims problems with the WCB, written submissions to the various appeal bodies, representation at hearings, and training seminars.

Clients of the program include injured workers with WCB claims throughout and outside British Columbia, their dependents, union representatives and associations with injured workers.

While the number of incoming calls has declined slightly, the number of new enquiries for specific duty advice continues to increase. This trend is expected to continue because of the increase in the number of Review Board Panels now hearing appeals, and changes to internal policies at the WCB. The duty advice system is designed to provide immediate general advice to the public and has reduced the need to open new files or re-open older files where only minimal assistance is required.

The number of Review Board hearings attended has increased by 26 per cent and there is a larger volume of written submissions. As the Review Board addresses a backlog of appeals, the number of hearings and submissions will continue to increase significantly. Submissions to the Commissioners on appeal have decreased slightly but submissions to WCB officers have increased to reflect changes in the Management Review system as Advisers attempt to reduce unnecessary appeals.

As the number of appeal dates scheduled by the Review Board increases, there is more demand for assistance from workers currently caught up in the appeal backlog.

With increased demands for service, the Branch is considering the presence of Advisers in regions serviced by the Review Board and the WCB. The Director conducted meetings in all regions of the province with injured workers, community groups and WCB staff to identify service demands and resolve systemic problems. A pamphlet outlining Branch services to the public is completed and a case management system is devised which is expected to be computerized in the next year.

During the year, 549 union referrals from approximately 85 unions, and 208 referrals from MLAs were received and actively assisted. Training seminars were provided to 15 groups such as injured workers' associations, unions, the Canadian Labour Congress, constituency assistants, a community college, and Review Board staff.

Table 4: Workers' Adviser Activity Summary

Incoming Calls	14,366
New Inquiries	2,863
Carried Over	523
New Files	243
Re-opened	85
Total	851
Review Board Hearings	27
Review Board Submissions	62
Commissioners Submissions	40
WCB Submissions	91
Total	220

Table 4: Workers' Adviser Activity Summary (cont'd)

Appointments	759
Seminars Presented	15
Union Referrals	549
Unions	85
Minister Referrals	208
Total	1,616

Employers' Adviser

The office of the Employers' Adviser is established under Section 94 of the Workers' Compensation Act. During 1986-87 the Employers' Advisers continued to provide independent advice, assistance and information to employers, potential employers, and employers' associations with respect to Workers' Compensation legislation, decisions, appeals, policy and related matters.

Advisers provide advice and assistance in response to telephone or written enquiries. Most enquiries deal with specific Workers' Compensation Board claims.

Advisers prepare submissions to the Board, Review Board, Commissioners, Medical Review Panel and assist or represent employers at oral enquiries conducted throughout British Columbia.

Advisers also assist employers in dealing with the Assessment Department of the Workers' Compensation Board with respect to new registrations, incorrect classifications, experience rating problems, cost relief, and appeals to the Director of Assessments and Commissioners. Through discussion and consultation with the Workers' Compensation Board, the advisers are often able to achieve successful resolution of assessment problems at the department level.

Employers' Advisers also assist employers and employer associations by conducting educational and training seminars and participating in speaking engagements. Through education, Employers' Advisers increase awareness of employers' rights and obligations under the Act and encourage participation by employers in the Workers' Compensation system.

Throughout 1986-87 the office experienced continuing pressure to maintain existing levels of service. Three advisers serve the B.C. employer community.

The Workers' Compensation system is funded by assessments on employers' payroll. The cost of the Employers' Advisers is recovered from the Workers' Compensation Board.

Workers' Compensation Review Board

The Review Board, established under Sections 89 and 90 of the Workers Compensation Act, is an independent administrative tribunal separate from the Workers' Compensation Board. The Review Board considers decisions on claims of workers under the Workers Compensation Act. Prior to the establishment of the Review Board, (and its predecessor, the Boards of Review) appeals were handled internally by the WCB.

Sixty-five percent of all appeals are dealt with by way of oral hearings, the balance by way of written submissions or file reviews. All findings must be in writing.

Appellants (workers, dependents or employers) are located throughout the Province in all industries which fall within the scope of coverage of the Workers Compensation Act. The

Review Board holds hearings in 14 communities throughout British Columbia.

With the proclamation of the Workers Compensation Amendment Act, 1985, the number of vice-chairmen, members and support staff of the Review Board has been increased to deal with the backlog of appeals.

With the addition of four temporary vice-chairmen in January, 1987, the Review Board now has the equivalent of 14 panels.

Panels of the Review Board may be comprised of: the chairman or a vice-chairman sitting alone; the chairman or a vice-chairman sitting with a member with a background associated with labour interests and a member with a background associated with employer interests; or the chairman and two vice-chairmen.

Appeals received in 1986-87 totalled 3,884, while appeals disposed of totalled 4,065.

CONSUMER PROGRAMS

Consumer Credit and Debtor Assistance Branch

Since being established in 1977, this Branch has assisted individual consumers in repaying their debts by mediating with their creditors and by providing counselling on consumer credit matters.

In serving both those who lend money and those who owe money, Branch staff serves the best interests of the debtor, who might otherwise go bankrupt, and the creditor, who might otherwise not receive payment.

Branch staff:

- * counsels debtors to make repayment arrangements with their creditors while still maintaining a necessary standard of living;
- * regulates activities of credit grantors, collection agencies and bailiffs. They also monitor and ensure compliance with provincial credit legislation and debt legislation;
- * maintains contact with debtors, creditors, bailiffs and Federal and Provincial government agencies on credit and debt matters; and,
- * answers inquiries on debt problems and credit legislation as well as liaise with schools, community groups and the credit industry.

These major activities are carried out through the Debtor Assistance Program. Legislative authority is granted by the Debtor Assistance Act, Debt Collection Act, and Part X of the Federal Bankruptcy Act.

These laws govern the relationship between creditors and debtors, define the rights and responsibilities of each and set the mandate for regulating activities of marketplace participants in debt related matters.

The objective of this program is to help debtors repay debts consistent with their ability.

In particular, Branch staff can:

- * arrange meetings between a debtor and his creditors to bring about satisfactory arrangements for settlement of debts;
- * advise and assist a debtor in preparing a plan for settlement or repayment of debts;
- * aid a debtor in obtaining postponements, adjustments or extensions of time for payment of his debts;
- * provide advice and assistance to a debtor who cannot meet his liabilities and who through court proceedings or otherwise is being pressed for payment by his creditors;
- * provide information on consumer credit and debt matters; and,
- * receive money in trust from a debtor for transmission to creditors according to the debtor's instructions.

The Branch first attempts to help the client find his or her own solution to a particular debt problem. This usually involves an assessment of the client's income and financial commitments before encouraging discussion with creditors to work out a mutually acceptable repayment plan.

If a client is unemployed, bankrupt or facing a creditor who must resort to foreclosure or repossession, information about rights and responsibilities of the debtor is also supplied.

Three counsellors work from a Vancouver office which services Vancouver, and two work from an office in New Westminster which serves the Lower Mainland as well as the Prince Rupert, Kitimat and Terrace areas.

Two counsellors are headquartered in Kamloops and cover the Prince George, Okanagan, Kootenay and Kamloops regions.

Another two counsellors are stationed in Victoria to provide services for residents of the Campbell River, Nanaimo, Powell River and Greater Victoria regions.

During the year under review, Branch staff counselled 5,965 clients. That represents an increase of 894 (16.4 per cent) clients from the previous reporting year. Approximately 90 per cent of clients counselled live in British Columbia's largest urban areas - Greater Victoria and the Island, Greater Vancouver, Kamloops, Penticton, Kelowna, Prince George and the Kootenays.

Activities under the Federal Bankruptcy Act

British Columbia is one of six provinces delegated responsibility from the Government of Canada to administer Part X of the Bankruptcy Act.

Along with Nova Scotia, Prince Edward Island, Manitoba, Saskatchewan and Alberta, British Columbia debtors are able to apply to a Ministry debt counselling office for consolidation orders which set out terms for the orderly repayment of debts. The order specifies the name of an amount owing to each creditor, the amounts of payment and the schedule of payments to the courts.

In essence, the consolidation order amounts to a judgment of the court in favour of each creditor named in the order.

With consolidation orders, the duty of the courts is to ensure money paid in is disbursed to creditors in line with terms of the order.

The Debtor Assistance Branch works with debtors to prepare their applications for consolidation orders and liaises with courts and creditors on issues related to orderly payment of debt caseloads.

During the reporting year, 458 orderly payment of debt orders were granted, an increase of 60 orders or 15 per cent.

By working with debtors to prepare and then later assist in complying with terms of the order, the Branch has played a useful role in reducing the demand on court services. The 1,500 ongoing orderly payment of debt orders in place during the reporting period might have resulted in 12,000 actions in court if the option of debt repayment was not in place.

The Branch was successful in working with its clients to return \$2,892,899 to creditors in 1986-87 - a \$50,753 or 1.8 per cent increase over the previous reporting year.

As noted above, counsellors may also negotiate less formal repayment arrangements with a debtor's creditors and hold debtor's money in trust for disbursement to creditors.

During the reporting year, an internal study was initiated to examine frequency of default under both repayment schemes and to assess the efficiency of the debtor assistance program.

Debt Collection Administration

The major activity of the Debt Collection Administrators is to license and regulate the activities of debt collectors and bailiffs.

The Branch enforces reasonable collection and seizure practices of agencies and court bailiffs to ensure undue pressure is not exerted on debtors, their families or their employers.

Bailiffs and collection agents must be licensed and must conduct their operations in accordance with provisions of the Debt Collection Act.

Collection agents or private bailiffs may be prosecuted for contravention of the Act.

In 1986-87, 137 licenses were issued to debt collection agencies, while 496 licenses were issued to collectors employed by these agencies. One hundred and forty-four written complaints were handled as were 214 telephone enquiries/complaints. Two licenses were suspended or cancelled.

During the year regulations were amended to provide financial reporting requirements and to increase minimum bonding requirements from \$2,500 to \$10,000 for collection agencies.

Branch and Resources

In 1986-87 the Debtor Assistance Branch employed a total of 22 full-time equivalents.

Total expenditures for the Branch were \$927,234. Total staff commitment for the Debtor Assistance area during the reporting year was 20. Two staff were involved in debt collection administration.

In April of 1986, the Vancouver office was decentralized with the opening of an office in New Westminster to provide better service to clients and creditors.

Work progressed on a new automated system, which unfortunately was not operational in the fiscal year 1986-87, but will be fully in place by August 1987.

Table 8: Debtor Assistance Branch Activity Summary

	<u>1984-85</u>	<u>1985-86</u>	<u>1986-87</u>
Debt-counselling sessions	5,121	5,491	5,965
OPD's granted	445	398	458
OPD's paid/defaulted/ settled	530	390	420
Total OPD/DAB caseload	1,430	1,510	1,570
Funds disbursed by OPD \$	2,321,316	2,509,692	2,570,329
Funds disbursed by DAB	289,499	332,454	322,570
Total funds disbursed \$	2,610,815	2,842,146	2,892,899

Table 9: Debt Collection Act Activity Summary

	<u>1984</u>	<u>1985</u>	<u>1986</u>
Agency licenses issued	139	145	137
Collector licenses issued	486	560	496
Written complaints	204	221	144
Telephone complaints	267	327	214
Total complaints	471	548	358
Licenses cancelled/ refused/suspended	9	17	2
Prosecutions	0	0	0
Gross collections	n/a	\$40*	\$41*
Bonds posted	n/a	\$3.4*	\$3.2*
* millions of dollars			

Registrar of Reporting Agencies

Consumer credit is a major industry representing approximately \$7 billion in consumer credit outstanding in British Columbia and approximately \$15 billion in residential mortgage credit.

The two major activities of the Registrar of Reporting Agencies are to regulate activities of the credit industry as outlined in the Credit Reporting Act and to assume administrative responsibility on all credit issues such as advertising, disclosure and credit practices provisions of the Consumer Protection Act.

The registrar is responsible for registering reporting agencies, developing policies for their operations, and handling complaints received by consumers.

Regulations apply to credit bureaus, retail department stores, oil companies, insurance companies, banks, credit unions, trust companies and all others who keep and give out personal information as part of their business activity.

There are guidelines to control what type of information can be collected, where it can be stored, who can obtain it and the purposes for which it can be obtained. Disclosure provisions are also included - i.e. the sources of information and the names of recipients of a report must be provided to a consumer upon request.

In 1986-87, 41 agencies were registered, 215 written complaints and 419 telephone enquiries and/or complaints were handled by Branch staff. Over 80 per cent of the letters and calls were questions about the type of information consumer reporting agencies can collect, how long it can be kept on file and how individuals can obtain access to their files.

Credit bureau disclosures to consumers of information on file also increased from 28,970 to 32,000 in 1986-87. No licenses were suspended or cancelled and no prosecutions were launched during the reporting period.

Investigation Services Branch

This Branch, formed in 1973, investigates alleged offences against consumer protection laws and initiates enforcement proceedings where necessary.

The statutes which give rise to most investigations are the Consumer Protection Act and the Trade Practice Act.

The Consumer Protection Act provides disclosure rules for consumer sales contracts and sets conditions for food plan contracts, and negative option schemes. It is designed to promote fair dealing in the market place and to prevent misleading or unconscionable acts or practices.

The Trade Practice Act applies to most contracts between individuals and businesses except real property, securities and contracts for insurance.

The following statutes are also administered by the Branch:

Blind Persons Rights Act
Commercial Tenancy Act
Consumer Protection Act, (Chap. 65)
Pyramid Distribution Act
Repairers Lien Act
Sale of Goods Act
Trade Practice Act
Trading Stamp Act

The Branch also provides investigation services relating to the Cemetery Act, cremation Act, Funeral Plan, Residential Tenancy Act, Travel Agents Act, Cemetery Company Act, Credit Reporting Act and Debt Collection Act.

During the reporting year there were three assurance of voluntary compliances (AVC's), one substitute action, six prosecutions and three declaration/injunctions.

Investigations can be carried out anywhere in the Province. There are investigators in Prince George, Kamloops and Victoria, and three in Vancouver, all supervised by a Chief Investigator.

The Branch also negotiated a final settlement with AirClub International, resulting in payments to Canadian consumers who had lost money in 1975 as a result of the company's deceptive sales practices and subsequent bankruptcy.

The major area of complaint during the year related to misleading and deceptive practices affecting the elderly and disabled - particularly with regard to home repairs.

Table 10: Investigation Services Activity Summary

	<u>84-85</u>	<u>85-86</u>	<u>86-87</u>
Files Opened	611	982	1,233
Telephone Complaints	7,806	12,256	13,370
Prosecutions	3	4	6
AVC's	6	8	3
Declarations/Injunctions	0	2	3

Registrar of Motor Dealers

The Registrar of Motor Dealers is responsible for administering the Motor Dealer Act and regulations.

During the late 1970's, numerous complaints were received regarding activities of motor dealers. As a result, a number of motor dealer associations and motor dealers approached the government to bring in legislation which they hoped would improve the status of the industry.

The Motor Dealer Act came into effect in January of 1979.

According to the Act, a person must be registered to carry on business as a motor dealer. In order to register, a motor dealer must maintain and occupy proper business premises in a properly zoned area, must have a display area and must operate repair facilities or maintain a service contract with a repair outlet. The premises must be identified by a sign and the applicant must post security of \$5,000.

The Act also provides that certain information regarding a motor vehicle, if known to the dealer, must be passed on to the purchaser via the purchase and sales agreement.

For example, if a vehicle is known to have been a taxi, a lease or rental unit or a police vehicle, if a used motor vehicle has been damaged at a cost exceeding \$2,000, if the vehicle has been brought into the Province for resale or if it was previously registered in another jurisdiction, the purchaser must be informed. Furthermore, whether the odometer of the motor vehicle accurately records the true distance travelled by the motor vehicle must also be disclosed. All motor vehicles offered for sale must have a selling price affixed to them.

The Motor Dealer Licensing Branch comprises a registrar, one motor dealer inspector, one licensing clerk, one clerk steno and two office assistants who work in Victoria. In addition, two motor dealer inspectors work in New Westminster and one in Kelowna and Victoria. The motor dealer inspectors travel throughout British Columbia to ensure dealer compliance with the Act and regulations.

Staff processes applications for registration, issues registration to successful applicants and issues yearly renewal registration to 1,525 motor dealers. They also collect registration fees (\$250,000), maintain files and records of security posted by motor dealers and ensure that security is kept current. In addition to the licensing duties outlined, staff also conducts inspections of the premises of motor dealers, their records and motor vehicles offered for sale. Consumer complaints of alleged violations of the Act are investigated and prosecutions are recommended where applicable. Staff also identifies and investigates individuals who are carrying on the business of a motor dealer without registration and prosecutes where appropriate.

When necessary, the Registrar conducts hearings to suspend or cancel a motor dealer's registration, or to refuse registration of a new applicant. The Registrar also meets with motor dealer associations throughout the Province to discuss industry problems and possible legislation changes.

Table 5: Motor Dealer Licensing Branch Activity Summary

	<u>84-85</u>	<u>85-86</u>	<u>86-87</u>
Renewals	1,474	1,456	1,525
Inspections	1,680	1,648	1,496
Violations Investigated	240	317	309
Inquiries unrelated	1,268	1,557	1,567
Inquiries related	2,100	1,956	1,557
Hearings	33	16	30
Charges	8	6	19

Residential Tenancy Branch

The Residential Tenancy Branch administers the Residential Tenancy Act and aims to encourage self-resolution of landlord-tenant problems through public education and information. The branch also provides an accessible and inexpensive means of formal resolution for certain disputes.

Principle functions of the Branch are:

- * to provide information to landlords and tenants on their rights and responsibilities under the legislation through telephone inquiries, personal interviews and correspondence;
- * to administer a dispute resolution process using government appointed arbitrators;

- * to examine and investigate alleged contraventions of the Residential Tenancy Act and take appropriate action including informational mediation and recommendation for prosecution;
- * to conduct ongoing research and monitoring of the rental housing market, including collecting data from Notices of Rent Increases respecting mobile home pad tenancies; and
- * to improve public awareness of Residential Tenancy Act provisions by providing speakers to landlord, tenant and community groups.

The Residential Tenancy Act regulates all major aspects of landlord-tenant relationships for residential premises, including rights and responsibilities of landlords and tenants, methods and reasons for terminating tenancies, repair and maintenance of premises, rent increases, security deposits, monetary claims and compensation. Mobile home pad tenancies are also regulated under the Act.

Remedial legislation governing residential tenancies in British Columbia was first introduced in 1974 and was based on recommendations of the Law Reform Commission. These recommendations responded to a recognized need for new statutory provisions governing modern residential tenancies.

The current Residential Tenancy Act (1984) instituted a system of shared jurisdiction over urgent residential tenancy disputes. Specific disputes are resolved through arbitration processes administered by the Residential Tenancy Branch unless the parties agree to have all disputes resolved by the courts; the parties appoint their own arbitrator to resolve a specific dispute; or one party obtains a court order removing

the dispute from the jurisdiction of the arbitrators. All monetary claims are within the jurisdiction of the courts.

The arbitration process is designed to provide a relatively inexpensive and quick method of binding dispute resolution, which is less formal and more accessible to landlords and tenants than the Supreme or County Courts.

Decision-making powers under the legislation are vested in the arbitrators. A decision or order of an arbitrator is enforceable by filing the order in the Supreme or County Court and is reviewable on questions of law or jurisdiction only, under the Judicial Review Procedure Act. Six arbitrators appointed by the Minister of Consumer and Corporate Affairs were contracted to provide arbitration and related services to the Residential Tenancy Branch.

There were 4,207 applications for arbitration processed by the Branch during the fiscal year. The most prevalent subject matters of these applications were: disputed notices of termination, orders of possession, applications for early termination and repairs and services. Statistical information is provided in the appendix to show the breakdown of the applications by subject matter.

Public inquiries to the Branch included 108,049 telephone calls and 13,275 in-person inquiries during the fiscal year. In addition, 1,131 information files were initiated by public inquiries.

Information on landlord-tenant matters is provided by the branch's inquiry officers in order to assist landlords and tenants in resolving problems between themselves or, where such self-resolution is not possible, to enable them to pursue a resolution through arbitration or court action. The

inquiry officers are also able to mediate a substantial number of disputes.

In its second full year of operation, the Residential Tenancy Branch's priorities included:

- * revision and redesign of the informational brochure on the Residential Tenancy Act;
- * initiation of a study of rent increase trends in mobile home parks.

The main office of the Residential Tenancy Branch is located in Vancouver with a branch office in Victoria. These offices receive arbitration applications, answer public inquiries on landlord-tenant matters and supply prescribed forms and informational material pertaining to the Residential Tenancy Act. Government Agents throughout the Province supply the public with prescribed forms and informational material and receive arbitration applications for immediate electronic transmission to the Branch in Vancouver.

There are approximately 400,000 rental units in British Columbia regulated by the Residential Tenancy Act. Residential properties as diverse as basement suites, mobile home pads, highrise apartment buildings and single family homes fall under this legislation. Approximately 70 per cent of the rental units are located in the Lower Mainland area, with another 10 per cent in the Victoria area and the balance spread throughout the Province. This distribution of rental properties is generally reflected in the origin of the applications received by the Branch.

Actual expenditures for the fiscal year totalled \$747,806 while revenues from arbitration filing fees totalled \$126,210. The staffing level throughout the reporting year

was 20, comprised of 18 staff in the Vancouver office and 2 in the Victoria office.

Table 6: Residential Tenancy Branch Activity Summary

	<u>1985-86</u>	<u>1986-87</u>	<u>Plus/Minus</u>
Arbitration applications	3,110	4,210	36%
Monthly average	259	346	
Information files	808	1,131	40%
Monthly average	67	94	
Office attendances	11,849	13,275	12%
Monthly average	987	1,106	
Telephone inquiries	93,644	108,049	15%
Monthly average	7,804	9,004	
Notice of rent increase	15,634	9,427	-60%

Table 7: Arbitration and Information Files Opened

	<u>1986-87</u>	<u>1985-86</u>
Repairs/services	288	225
Order for Possession	2,657	2,074
Early Termination	438	233
Disputed Termination	970	679
Miscellaneous	988	707
Total	5,341	3,918
Revenues	\$ 126,210	93,060
Expenditures	747,800	1,100,606

Registrar of Cemeteries

The Registrar of Cemeteries administers the Cemetery Act, the Cemetery (Municipal) Act, the Cemetery (Company) Act, the Cremation Act and the Funeral Plan Act.

Regulatory supervision of this industry dates back to the 1950's.

The Public Utilities Commission was responsible for regulation until 1973 when regulatory jurisdiction was turned over to the Minister of Health Services and Hospital Insurance. Responsibility was transferred to the Minister of Consumer Services in 1974. In 1986 the regulatory jurisdiction was turned over to the Ministry of Labour and Consumer Services.

Funeral homes are not regulated provincially except for the sale of pre-paid funeral plans, which are arrangements by which consumers pay for funeral services in advance. Funeral homes, however, are subject to general consumer legislation such as the Trade Practice Act and Consumer Protection Act.

The Cemetery Act gives the Minister of Labour and Consumer Services general jurisdiction over all cemeteries, columbaria and crematoria in the Province. The Minister may also make regulations governing these services, subject to the approval of the Lieutenant-Governor in Council.

The current cemetery legislation is explicit in determining how a new cemetery, columbarium, mausoleum or crematorium may be established. While cemeteries, columbaria and mausolea are not licensed provincially, the owner must obtain a Certificate of Public Interest from the Minister, after meeting stringent requirements, before development commences.

Development of a crematorium must also meet stringent requirements before the Minister issues a Certificate of Public Interest. Crematoria are licensed annually for a \$50 fee.

In 1986-87 there were 750 registered cemeteries, 20 crematoria and 6 mausolea in B.C.

Legislation requires that all cemeteries be maintained to an acceptable standard. All commercial, municipal and some other large cemeteries are further required to maintain a perpetual care fund, which represents 25 per cent of the

price of the sale of all grave spaces in each of the cemeteries, along with a \$10 minimum fee for each memorial marker installed.

These funds are regarded as trust money in the name of the operators. The principal cannot be touched without the permission of the Minister of Labour and Consumer Services. Any monies earned from the principal may, however, be used for care and maintenance of the individual cemetery.

The Act also regulates closings of cemeteries and their conversion to other uses, such as parks.

Many smaller cemeteries in the Province are on private land and are maintained by boards of trustees appointed under authority of the Cemetery Act. There are also many cemeteries on Crown Land. Some are abandoned and others are operated by cemetery boards which are appointed under the Cemetery Act.

The Registrar of Cemeteries is assisted by two cemeteries officers and a secretary-stenographer.

In order to perform inspections, including maintenance standards and approval of new burial areas of cemeteries, mausolea, columbaria and crematoria, as well as the many audits of cemetery care funds and pre-paid funeral plans, staff travelled some 24,000 kilometers by auto and 3,000 kilometers by air during the reporting year to various points throughout British Columbia. During their travels, cemeteries officers also try to encourage active management of the many old abandoned cemeteries in the Province.

Reports and statistics are maintained on each registered cemetery as well as the listing of all funeral homes. Annual reports from all publicly operated cemeteries are also filed

with the Registrar each year. Financial statements are required from all commercial and municipal cemeteries, as well as those funeral homes that sell pre-paid funeral plans. These documents are monitored for correctness, as well as discrepancies in land development, contributions to trust funds and poor operational management. Where problems arise, the Registrar attempts to rectify the situation. All consumer complaints dealing with both the funeral and cemetery industry are referred to the Registrar's office for resolution or recommendation as to investigative approach.

The Registrar's office maintains regular contact with the B.C. Funeral Service Association, the Cemetery Association of British Columbia, a number of consumer groups regarding concerns in the in the two industries, as well as financial institutions with respect to legislative requirements or trust monies required of the cemetery and funeral industries.

The Registrar of Cemeteries has also been working to replace current legislation.

Registrar of Travel Services

The Registrar of Travel Services administers the Travel Agents Act of British Columbia to ensure that all travel agencies in the Province selling or offering wholesale or retail travel services to the public are registered.

The Office of the Registrar of Travel Services collects initial and semi-annual contributions to the Travel Assurance Fund, processes and requisitions payments of claims out of this fund under the administration of the Travel Assurance Board.

The Travel Assurance Fund reimburses consumers for prepaid travel services when funds are paid to a British Columbia registrant but the service is not received. Authority for the operation of the fund is the Travel Agents Act.

The fund is administered by the Travel Assurance Board which is appointed by Order-in-Council.

The Board consists of seven members who serve at the pleasure of the Lieutenant Governor in Council. Members of the Board as of March 31, 1987 were:

Gustav Kroll, chairman, Jean M. Douglas, David Hardouin, Gerry Manning, Kurt Maurer, Stephen R. Stackhouse, James Johnston.

There were 857 registered travel agents and tour wholesalers in British Columbia as of March 31, 1987, a net increase of 63 from the previous fiscal year. During the year 44 registrants went out of business either through bankruptcy, voluntary surrender of registration or revocation of their license by the Registrar; of these, six resulted in claims against the fund. There were 107 new registrations issued for the same period.

The Travel Assurance Board met eight times during the year and approved 437 claims for \$176,750.27. In addition three emergency payments amounting to \$64,168.00 were approved by the Minister in conjunction with the Board. The total number of consumers affected by these payments was 1,051.

A loan of \$300,000.00 was made by the Provincial government to the Travel Assurance Fund in November 1985. Repayments amounting to \$61,102.74 (\$26,650.00 principal and \$34,452.74 interest) were made during the fiscal year. The balance of the loan as of March 31, 1987 was \$273,350.00. Interest is charged at prime plus 1 per cent, presently 9.75 per cent.

The fund received revenue of \$330,390.69 from registrants and \$32,049.55 from recovery of previous losses. The fund balance at the end of the fiscal year was \$69,468.19.

LIQUOR PROGRAMS

Liquor Control and Licensing Branch

Mandate

Under the authority of the Liquor Control and Licensing Act and Regulations, the Liquor Control and Licensing Branch is responsible for:

- * issuing and transferring licenses for the sale of liquor;
- * licensing breweries, distilleries and wineries, and their agents;
- * inspecting licensed premises to ensure they comply with the law; and,
- * taking appropriate disciplinary action against licensees for contraventions of the Liquor Control and Licensing Act and regulations.

The primary purpose of the licensing process is to maximize economic and social benefits to the community while minimizing the social cost associated with the public consumption of liquor.

It is the Branch's duty to ensure that all licensees comply with the terms and conditions of their licenses and operate their premises in a proper manner according to the law.

The General Manager of the Liquor Control and Licensing Branch is granted authority to supervise the operation of every licensed establishment in British Columbia. The General Manager or his designate can thus issue a warning, cancel, suspend or refuse licenses.

Grounds for such actions include: non-compliance with the Act or regulations, conviction for an offense related to the establishment, persistent unclean or disorderly conditions, lack of status as a fit and proper person, detriment to public interest, and withdrawal of other government authorization necessary to an establishment.

Activities

The 1986-87 fiscal period was an extraordinary and eventful year for the Liquor Control and Licensing Branch.

It began with regulatory amendments in place to accommodate the special licensing requirements of Expo 86 through the "G" license category under which 85 applicants were processed. At the close of Expo, 80 of these were cancelled as planned, and five were granted a temporary extension. At year end, plans were in place to phase out the "G" category completely.

In a major change, regulations under the Liquor Control and Licensing Act were amended to permit Sunday openings for all classes of license. After a successful introduction from a licensing and enforcement standpoint, Sunday openings were expected to continue.

In the fall of 1986, Premier William Vander Zalm announced that a major public review of liquor policy would be conducted - the first such major review in nearly 20 years.

MLA John Jansen, parliamentary secretary to Hon. Lyall Hanson, was selected to conduct a separate review of liquor

pricing policies, and to chair the major Liquor Policy Review along with MLA Jim Hewitt and MLA Larry Chalmers. At the close of the fiscal year, the committee had scheduled hearings throughout the Province. With privatization placed high on the committee's omnibus agenda, a moratorium was placed on the Licensee Retail Store and Rural Agency Store programs pending recommendations of the committee. (Liquor Policy Review report, completed in July 1987, has been published and is available to the public.)

With the dissolution of the Ministry of Consumer and Corporate Affairs, the Liquor Control and Licensing Branch was added to the new Ministry of Labour and Consumer Services in December 1986.

Licensing

There are seven categories of licenses.

"A" Licenses: Hotels, resorts, clubs, recreational centres, aircraft, trains, motor vessels, airports, municipally and provincially owned cultural centres, universities, military messes.

"B" Licenses: Dining establishments primarily engaged in the service of food.

"C" Licenses: Cabarets primarily engaged in providing entertainment.

"D" Licenses: Neighbourhood Public Houses.

"E" Licenses: Sport stadiums or concert halls.

"F" Licenses: Establishments oriented to marine activities (Marine Public Houses).

"G" Licenses: Establishments operating within a world fair or exposition. (Will be eliminated December 31, 1987.)

Interest in licensing continued to be strong during the year. A total of 605 new licenses were issued, a 10 per cent increase over the previous reporting year.

Before a license is issued the applicant and the intended location of the establishment must be pre-cleared to ensure compliance with licensing regulations. Licensing decisions can be appealed to the Minister.

Enforcement

Liquor inspectors work with applicants on pre-clearance matters and play an educational/preventive role with licensees and others, in addition to their enforcement activities. They liaise with police and other government agencies in their geographic areas and observe and investigate licensed establishments. Regular reports are filed with the Branch.

The Police Walk-Through Program is aimed at preventing criminal or disorderly activity by providing a highly visible police presence and by reporting infractions to the Branch. Reports are also submitted on problem-free establishments.

Situations which result in disciplinary proceedings include service to minors, service after hours, over-service of patrons, serving liquor without food in restaurants and problems associated with entertainment (usually that which causes or contributes to lack of control in the establishment).

Care is taken to investigate complaints from the public as well as those by municipal governments or other regulatory authorities. Further investigation, a hearing, and warning letters are among the enforcement tools employed by the Branch.

The Liquor Control and Licensing Branch always works closely with the Liquor Distribution Branch in the issuance of special occasion licenses and in identifying liquor infractions.

A total of ten decisions on appeals of enforcement matters were handed down in the reporting year. All ten appeals were dismissed and the decision of the Branch upheld.

Eight of these were appealed to the Commercial Appeals Commission, one appealed to the British Columbia Court of Appeal, and one to the Supreme Court of British Columbia.

Matters which were the subject of appeal were: service without food (5), overcrowding (4), exotic dance entertainment (1).

Operations

In 1986-87, the Liquor Control and Licensing Branch employed 52 full-time equivalents with actual expenditures of \$2,039,990.

Three Deputy General Managers served under a General Manager. One was responsible for policy, research and administration, one for licensing and the other for enforcement.

There were 23 inspectors throughout the Province. The areas served are Greater Vancouver, Vancouver Island and regional districts which are covered from Prince George, Fort St. John, Terrace, Kamloops, Kelowna, Penticton and Creston.

Table 11: Revenues

License Issuance Fees	\$ 955,550.00*
Distillers License Fees	7,000.00
Winery License Fees	4,000.00
Brewers License Fees	220,717.34
Special Occasion License Fees	229,370.00
Liquor Purchase Assessment Fees	17,798,551.25
Transfer Fees	58,300.00
Transfer of Shares	13,200.00
Sundry Receipts	5,766.70
Total	\$19,292,455.29

* Revenue is calculated on an accrual basis. The portion of license renewal fees received between January 1 and March 31, 1986 which are applicable to the 1986-87 period are carried forward.

In addition, two auxiliary inspectors were added to meet the extra workload resulting from the 85 "G" Licenses issued at the Expo 86 site.

Remaining Branch staff supports operations by serving the following functions: records and financial management, licensing administration, data coordination and clerical.

Table 12: Liquor Licenses 1984-87

Liquor Licenses 1986-87

	<u>Total as of</u> <u>86-04-01</u>	<u>Issued</u>	<u>Cancelled</u>	<u>Total as of</u> <u>87-03-31</u>
"A" Licenses	1,599	85	46	1,638
"B" Licenses	3,633	468	214	3,887
"C" Licenses	232	13	11	234
"D" Licenses	239	23	1	261
"E" Licenses	15	12	0	27
"F" Licenses	20	4	0	24
"G" Licenses	0	(85) *	(80) *	(5) *
Total	5,738	605	272	6,071

Liquor Licenses 1985-86

	<u>Total as of</u> <u>85-04-01</u>	<u>Issued</u>	<u>Cancelled</u>	<u>Total as of</u> <u>86-03-31</u>
"A" Licenses	1,552	72	20	1,604
"B" Licenses	3,406	445	163	3,688
"C" Licenses	231	12	10	233
"D" Licenses	213	14	0	227
"E" Licenses	10	0	0	10
"F" Licenses	15	5	0	20
"G" Licenses	0	0	0	0
Total	5,427	548	193	5,782

Liquor Licenses 1984-85

	<u>Total as of</u> <u>84-04-01</u>	<u>Issued</u>	<u>Cancelled</u>	<u>Total as of</u> <u>85-03-31</u>
"A" Licenses	1,537	75	23	1,589
"B" Licenses	3,308	389	104	3,593
"C" Licenses	239	10	7	242
"D" Licenses	205	11	0	216
"E" Licenses	14	1	0	15
"F" Licenses	11	2	0	13
"G" Licenses	0	0	0	0
Total	5,314	488	134	5,688

* For administrative purposes, "G" Licenses are accounted for in the "B" license category.

Table 13: Summary of Licenses by Category 1986-87

	<u>Renewed</u>	<u>New</u>	<u>Cancelled</u>	<u>Total</u>
"A" Licenses	1,599	85	46	1,638
Public House	16	1	5	
"A" Pub	415	7	8	
Combined Pub	17	0	0	
Lounge	1,119	77	33	
Mess	32	0	0	

Table 13: Summary of Licenses by Category 1986-87 (cont'd)

"B" Licenses	3,653	468	214	3,887
Sandwich Shop	39	8	2	
Beer, Wine and Liqueurs	0	12	8	
Dining Room	952	182	53	
Dining Lounge	2,192	214	115	
Dining Lounge/ Holding Area	470	52	36	
"C" Licenses	232	13	11	234
Cabaret				
"D" Licenses	239	23	1	261
Neighbourhood Pub				
"E" Licenses	15	12	0	27
Sports Stadium				
"F" Licenses	20	4	0	24
Marine Pub				
"G" Licenses	0	(85)	(80)	(5)
Exposition*				
Total	5,758	605	272	6,071

* "G" Licenses are included with "B" Licenses so figures are not added to totals.

Table 14: Enforcement Statistics

	<u>1984-85</u>	<u>1985-86</u>	<u>1986-87</u>
Police Walk-throughs	23,091	22,198	22,028
Warning Letters	332	346	165
Hearings	119	122	112
Suspensions	67	75	70

SUPPORT SERVICES

Policy and Planning Branch

The Policy and Planning Branch serves all program areas of the Ministry and functions as the centre of research and policy expertise. It provides information and analysis to the Ministry's senior officials, provides program development and evaluation support to line branches, helps negotiate federal-provincial training agreements, and advises the Minister on arbitration appointments under Section 95 of the Labour Code.

In November 1986 the mandate of the Branch was altered by adding responsibility for consumer services policy and legislative matters, and transferring labour market responsibilities to the Ministry of Advanced Education and Job Training.

During 1986-87 the Branch contributed significantly to the Ministry's labour goals by providing information and analysis of policy and legislative options which address the Ministry's labour market activities, industrial relations, and public and occupational safety. The Branch collected and published data on collective bargaining trends in the Province.

The Branch made a major commitment in time and resources to the labour legislation review ordered by the Premier.

Public hearings were conducted in nine communities throughout the Province, and more than 700 briefs from interested groups and individuals were received, catalogued and summarized.

A detailed analysis, including recommendations, was submitted by the Minister to the Premier on February 28, 1987. The branch provided other briefing material prior to and following the introduction of new labour legislation (Bill 19) in the next fiscal year. The Industrial Relations Act became law on June 26, 1987, outside the reporting period for this report.

To meet the Ministry's Consumer Services objectives, the Branch appraised legislative proposals of the Federal government which may affect B.C. consumers. During the year, the Branch continued its consultation in the development of Federal proposals for legislation in two key areas: the Bankruptcy Act and the Patent Act (drug patents).

In Consumer Services, a long process of consultation was completed and the Consumer Protection Act (1979), chapter 65, was brought into force, together with a new set of regulations. The new Consumer Protection Act and regulations replace and repeal the old Consumer Protection Act (1967), chapter 64. The Residential Tenancy Act regulations were also amended. Work continued on future Cemetery, Cremation and Funeral Services legislation. The Branch has also completely revised the Travel Agents Act Regulations and has been participating in the review of liquor policy.

Another focus for the Branch this year has been occupational health and safety. Specifically, the Branch has been working with other jurisdictions on occupational health and safety issues in the fishing industry. It also continued to participate in Federal-Provincial negotiations on the Workplace Hazardous Materials Information System (WHMIS), a cooperative

effort among labour, industry and various levels of government.

WHMIS is intended to increase worker protection by providing vital information about hazardous materials used in the workplace. (As of the date of this publication, federal legislation laying out the WHMIS framework was passed in June 1987. The Workers' Compensation Board is primarily responsible for implementing WHMIS in B.C.)

Ongoing research support was provided to the Construction Industry Advisory Council, the Provincial Apprenticeship Board, and the Federal-Provincial Labour Market Needs Committee, in addition to a number of ad hoc policy development projects. The Branch also represented the Ministry at various Federal-Provincial meetings of sub-committees of the Canadian Association of Administrators of Labour Legislation.

While some new responsibilities were added to the Ministry's mandate, others were transferred out in November. These included monitoring the federal-provincial "Canadian Jobs Strategy" initiatives; and involvement in Federal-Provincial discussions on the labour market, immigration levels and refugees.

In addition to senior Ministry officials, the branch's main client groups include employers, trade unions, labour lawyers, academics, and consumer and business organizations located across the Province. It generates internal reports, briefing papers and publications, including *Collective Bargaining Information* (monthly), *Negotiated Working Conditions* (annual), *Calendar of Expiring Collective Agreements* (annual), and the *B.C. Labour Directory* (annual). These publications are available on a subscription basis through the Queen's Printer bookstore.

The Ministry library, located in this branch, currently carries over 7,000 titles, plus a collection of journals and government publications. The library is available to the public.

Major library functions include responsibility for providing current information awareness and information referral services for Ministry staff, centralized publications ordering and accounts payable, providing standardized cataloguing services, inter-library loans and reference services for the Ministry and outside users.

Table 15: Work Stoppages in British Columbia

Goods Producing Industries	1984	1985	1986
Agriculture	-	-	-
Forestry	2	3	10
Fishing	-	-	1
Mines ^a	1	2	4
Manufacturing	19	21	22
Construction	-	1	4
Sub-total	22	27	41
Service Producing Industries	1984	1985	1986
Transport ^b	10	20	17
Trade	7	11	9
Finance ^c	-	-	1
Community Services	3	6	7
Business ^d	12	20	12
Public Admin.	2	4	16
Sub-total	34	61	62
Provincial	53	75	87
Federal	3	13	16
Total	56	88	103

Table 16: B.C. Workers Directly Involved in Work Stoppages

Goods Producing			
<u>Industries</u>	<u>1984</u>	<u>1985</u>	<u>1986</u>
Agriculture	-	-	-
Forestry	927	1,003	28,633
Fishing	-	-	4,500
Mines ^a	300	1,400	2,687
Manufacturing	19,162	3,744	663
Construction	-	35	20,021
Sub-total	20,389	6,182	56,504
Service Producing			
<u>Industries</u>	<u>1984</u>	<u>1985</u>	<u>1986</u>
Transport ^b	9,827	2,104	8,928
Trade	338	251	295
Finance ^c	-	-	130
Community Services	279	1,073	6,215
Business ^d	464	503	581
Public Admin.	489	410	41,177
Sub-total	11,397	4,341	58,326
Provincial	31,272	8,800	105,135
Federal	514	1,723	9,695
Total	31,786	10,523	114,830

Table 17: Duration of Work Stoppages in Worker-Days

Goods Producing			
<u>Industries</u>	<u>1984</u>	<u>1985</u>	<u>1986</u>
Agriculture	-	-	-
Forestry	1,426	2,535	2,098,565
Fishing	-	-	563
Mines ^a	17,405	13,027	113,536
Manufacturing	449,101	26,064	21,037
Construction	-	70	454,177
Sub-total	467,932	41,696	2,687,878
Service Producing			
<u>Industries</u>	<u>1984</u>	<u>1985</u>	<u>1986</u>
Transport ^b	289,683	49,809	77,108
Trade	28,670	34,433	17,159
Finance ^c	-	-	130
Community Svs.	5,774	3,881	12,969
Business ^d	20,482	34,344	41,605

Table 17: Duration of Work Stoppages in Worker-Days (cont'd)

Service Producing			
Industries	1984	1985	1986
Public Admin.	7,137	239	129,100
Sub-total	351,746	122,706	278,071
 Provincial	 810,643	 125,777	 2,888,022
Federal	9,035	38,625	77,927
Total	819,678	164,402	2,965,949

^aIncludes Quarries and Oil Wells

^bTransportation, Communication and Other Utilities

^cFinance, Insurance and Real Estate

^dBusiness and Personal Services

Table 18: Collective Agreements Expiring in 1987 (500+ employees)

Transportation	Air Canada / Machinists 2324	500	27 mos.	87-06-28
Food & Beverage	Berryland Foods(Haney) / Food & Comm. 517	567	24	87-02-28
Municipal	Burnaby Dist.(Inside Employees) / CUPE 23	563	24	87-12-31
Trade	B.C. Food Industry			
	Lab. Rel. Council / Food & Comm. 2000	785	24	87-03-31
Transportation	B.C. Railway / Council of Trade Union	2,079	41	87-06-30
Construction	B.C. Road Builders Assn. / Labourers 168, 602,1070,1093	3,500	24	87-02-28
Construction	B.C. Road Builders Assn. / Operating Eng. 115	4,000	24	87-02-28
Construction	B.C. Road Builders Assn. / Teamsters 213	2,000	24	87-02-28
Municipal	B.C. Transit / ICTU 1,2,3	2,677	48	87-03-31
Federal	Canada Govt. / Fed. Govt. Dockyards			
	Trades & Labour Council	881	36	87-9-30
Federal	Canada Govt.(Clerical & Regulatory) / PSAC	4,300	36	87-12-11
Federal	Canada Govt.(Correctional Services) / PSAC	723	36	87-11-30
Federal	Canada Govt.(General Labour & Trades) / PSAC	1,900	36	87-11-04
Federal	Canada Govt.(Program Administration) / PSAC	2,722	30	87-12-20
Misc. Services	Assn. of Can. Security Services / Labourers 105	790	36	87-12-31
Accomm. & Food	Canteen of Canada / Service Employees 244	900	36	87-05-31
Wood	CONIFER / IWA 1-424	3,500	12	87-06-30
Metals	Cominco(Trail Staff) / Steelworkers 9705	510	24	87-04-30
Metals	Cominco			
	(Trail, Kimberley, Salmo) / Steelworkers 480	3,650	24	87-04-30

Table 18: Collective Agreements Expiring in 1987 (500+ employees) cont'd

Industry	Employer/Union	Employees	Length	Expiry
Transportation	CP Airlines / CALFAA	700	36 mos.	87-07-31
Transportation	CP Airlines / Machinists 764	1,420	36	87-05-24
Transportation	CP Airlines(Dispatchers) / BRAC	600	33	87-07-21
Trade	T. Eaton Co. / Eatons Employees Assn.	750	12	87-01-24
Trans. Equip.	Finnish Tractor / Machinists 692	808	24	87-10-14
Food & Beverage	Fish Processors Bargaining Association (Roe Herring Agreement) / Native Brotherhood	700	12	87-03-06
Municipal	GVLRA(Saanich) / CUPE 374	631	24	87-12-31
Trade	MacDonalds Consolidated / Retail Wholesale 580	680	24	87-03-31
Printing	Pacific Press / Newspaper Guild 115	851	36	87-02-28
Education	School Dist. 36-Surrey / CUPE 728	635	24	87-12-31
Education	75 Public School Boards / B.C. Teachers Fed.	30,000	12	87-06-30
Municipal	Dist. of Surrey / CUPE 402	600	24	87-12-31
Education	UBC / CUE	1,300	36	87-03-31
Education	Van. Comm. College / Vocational Instructors Assn.	565	12	87-03-31
Municipal	Vancouver Police Board / Police Officers	1,021	24	87-12-31
Municipal	City of Vancouver / VMREU	2,579	24	87-12-31
Municipal	City of Vancouver(Outside) / CUPE 1004	1,227	24	87-12-31
Trans. Equip.	Versatile Pacific(Van.) / Multi-Union	787	36	87-08-31
Trans. Equip.	Versatile Pacific(Vic.) / Multi-Union	589	36	87-08-31
Transportation	Wardair Canada / CALFAA	608	24	87-04-16

Table 19: B.C. Unions With 5,000+ Members

<u>Union</u>	<u>Members</u>
B.C. Government Employees'	40,896
Int'l Woodworkers of America	33,690
Canadian Union of Public Employees	28,302
B.C. Teachers' Federation	27,780
Hospital Employees's	25,000
Teamsters	18,459
B.C. Nurses'	18,188
Public Service Alliance of Canada	15,402
Food and Commercial Workers	14,757
Operating Engineers	12,733
Carpenters	12,402
Telecommunications Workers	10,804
Labourers	10,388
Int'l B'hood of Electrical Wkrs.	10,380
Hotel & Restaurant Employees	10,073
United Steelworkers of America	9,764
Int'l Association of Machinists	9,073
Canadian Paperworkers'	8,824
Office & Technical Employees'	8,417
United Fishermen & Allied Workers	6,228
Pulp, Paper & Woodworkers	6,170
Health Sciences Association	5,566

Finance and Administration Branch

Finance and Administration provides timely, accurate financial information to managers in the Ministry, and to the Legislative Assembly and public through the Public Accounts. The Branch is also responsible for the billing and collection of revenues and recoveries; accounts payable; payroll administration; coordination of the annual estimates and budget preparation; office accommodation and telecommunications; financial systems development; Ministry financial and administrative policies and procedures manuals; and management of Ministry records and the vehicle fleet.

The Financial Administration Act and central agency policy and procedure manuals guide all government financial and

general administration. The intent of the legislation is to ensure the proper handling of all public funds by employees of the Crown. This is accomplished by ensuring all financial transactions of the Ministry are properly approved and identified in a consistent manner as to their nature, amount, purpose and custodial responsibility.

By providing support service, staff of the Finance and Administration Branch assist all branches of the Ministry in carrying out their missions for the general public and the Legislative Assembly. The Branch also provides support services to the Workers' Compensation Review Board, the Labour Relations Board, and the B.C. Council of Human Rights. As at March 31, 1987, there were 33 offices of the Ministry in the Province.

Table 20: Summary of Revenue by Source

<u>Labour</u>	<u>1985-86</u>	<u>1986-87</u>
Mediation Services	\$ 437	671
Labour Relations Board	67,264	75,055
Miscellaneous Revenue		
and Credits	1,000	50,950
Employment Standards	23,593	24,199
Sub-total	92,294	150,875
<u>Consumer Services</u>	<u>1985-86</u>	<u>1986-87</u>
Orderly Payment of Debts	40,370	40,070
Motor Dealer Licenses	261,082	247,586
Residential Tenancy	95,330	126,130
Cemeteries	1,100	1,000
Travel Agents	64,872	123,250
Liquor Control		
and Licensing	16,466,334	19,272,755
Sub-total	16,929,088	19,810,791
Total Revenue	17,021,382	19,961,666

Table 21: Summary of Expenditures by Appropriation

	Expenditures	Estimates	Expenditures
	1985-86	1986-87	1986-87
Minister's Office			
- Labour (Vote 54) \$	181,155	205,714	189,458
<u>Labour</u>			
<u>Ministry</u>			
Management	5,181,622	3,694,787	3,220,315
Labour Relations	1,661,234	1,192,212	1,053,484
Employment Standards	5,026,157	4,961,556	5,303,711
Human Rights Council	827,871	983,818	894,585
Labour Relations Board	3,416,403	3,629,628	3,588,648
Review Board	0	10	0
Vote 55 Sub-total \$	16,113,287	14,260,715	14,060,743
Minister's Office -			
Consumer Services			
(Vote 14) \$	201,541	69,801	68,627
<u>Consumer Services</u>			
<u>Executive and</u>			
Administration	2,814,087	1,812,284	1,746,126
Consumer and			
Tenancy Relations	3,637,393	3,080,729	3,062,493
Liquor Control			
and Licensing	1,996,970	1,957,061	2,039,991
Vote 15 Sub-total \$	8,448,450	6,850,074	6,848,610
Ministry Total			
(Votes 14,15,54,55) \$	24,944,433	21,386,304	21,167,438

Personnel Services Branch

The Personnel Services Branch provides the following services and functions: recruitment, layoffs, dismissals, classifications, labour relations, staff training, occupational health, occupational safety, compensation, benefit administration, leave management, employee records, and organizational

development. The Branch deals directly with the public seeking employment in the public service and represents the Ministry in matters of concern to the Government Personnel Services Division.

The program is governed by personnel policies of the Government, Public Service Act, Public Service Labour Relations Act, Labour Code of British Columbia, Employment Standards Act, Human Rights Act, and is impacted by various collective agreements of public service trade unions. (Public Service Labour Relations Act and the Labour Code were replaced by the Industrial Relations Act June 27, 1987.)

Services are provided to the executive of the Ministry, employees of the Ministry, program managers of the Ministry, central agencies, and the public.

The reorganization of Government in the latter part of 1986-87 resulted in 149 employees being transferred to the Ministry and 413 employees being transferred from the Ministry.

The Branch developed and implemented a computerized leave management system.

The Ministry will continue to decentralize the personnel function to the Branch management level where practical over the next fiscal year.

Communication Services Branch

The Communication Services Branch promotes awareness and acceptance of Ministry programs and legislation by:

- * planning and executing effective promotional and informational programs within budgetary confines;

- * providing public relations advice and services to the Minister and Ministry officials;
- * promoting line branches' activities by producing news releases, brochures, audio-visuals and advertising;
- * coordinating media inquiries and Ministry statements.

By providing these services, Communication Services helps all branches of the Ministry carry out their missions.

